

Sutherland Global Services

Consultant

Job Profile Details

Placement Cycle

ARKA JAIN University - Placements 2024-25

Job Location

Mumbai , Hyderabad , Cochin , Chennai or Bhopal

Date of Visit

Nov 25, 2024

Position Type

Full Time

Expected Hires

NA

Sector

NA

CTC

INR 273000 - 293000

Category

Level 2 - General

Description

Sutherland is an experience-led digital transformation company.

Their mission is to deliver exceptionally engineered experiences for customers and employees today, that continue to delight tomorrow.

For over 37 years, they have cared for their customers customers, delivering measurable results and accelerating growth. Their proprietary, AI-based products and platforms are built using robust IP and automation.

They are a team of global professionals, operationally effective, culturally meshed, and committed to their clients and to one another.

Website: <https://www.sutherlandglobal.com/about-us>

Job Description :-

Consultant is responsible for delivering outstanding customer experience via calls , email , chat or social media to users by using the right principles to resolve any issue, inquiries or concerns.

Making sure all of customers questions have been answered in a timely manner

Attain monthly goals of Customer Satisfaction & Productivity. You would be responsible for -

resolving requests/inquiries made by customers via email , chat or Social

achieving contact center statistics and SLAs (contractual metrics)

Adhering to non-disclosure agreement & data security policies

completing upskilling & e-courses mandated by each

program
 attending coaching sessions & ensure feedback is implemented
 100% schedule adherence , no absenteeism & positively contribute to reduce program shrinkage
 Must Have Skills
 Communication & Interaction
 Language Assessment B2 CERF
 Comprehension & composition skills , Tailor Comm style to differing audience
 Typing skill (35 WPM, Accuracy of 90%)

 Customer service Skills
 Experience in customer facing environments (phone, chat)
 Ownership of customer experience & Deliver comprehensive resolution
 Capable of customer management

 Learning aptitude & Resilience
 Energy, excitement to master role
 Team Player & Result Oriented / Good Time management
 Self manage - work independently
 Self-awareness to identify, manage challenges

 Registration Link: <https://bit.ly/CAMPUS25>

Open for Courses

- Jain - Arka Jain University Jharkhand

BBA

1. Finance
2. Marketing
3. Human Resource

B.Com (Hons.)

1. Finance
2. Marketing
3. Human Resource

BCA

1. Data Science (DS)
2. Artificial Intelligence (AI)

BA (Hons.)

1. English

Eligibility Criteria

BA (Hons.)	<i>All students are eligible</i>
BCA	<i>All students are eligible</i>
BBA	<i>All students are eligible</i>

B.Com (Hons.)

All students are eligible

Work Experience Criteria	No work experience based criteria defined yet!
--------------------------	--

Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
-----------------	---

Backlogs	Students with backlog(s) not allowed
----------	--------------------------------------

Hiring Workflow

Resume shortlisting

No Venue/Time specified

Pre-placement Talk

Venue : Virtual
Time : 25 Nov 2024, 05:30 AM IST

Virtual Group discussion

Venue : Virtual
Time : 25 Nov 2024, 11:00 AM IST

Additional Info

No additional information